Yealink USB Device Manager Client
User Guide V1.3

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Introduction

This guide provides you with instructions on how to use the Yealink USB device manager client – Yealink USB Connect.

You should download and install the USB device manager client on your computer first. After the CP900/CP700/BT50/UVC20/UVC30/UVC40/WH62/WH63/WH66/WH67/UH33 E2/UH36/UH34/MP50 is connected to your computer via USB, you can manage the device on the USB device manager client.

The USB device manager client is compatible with the following operating system: Windows (Windows 8, Windows 8.1, Windows 10) and macOS (Catalina, Mojave, Big Sur).

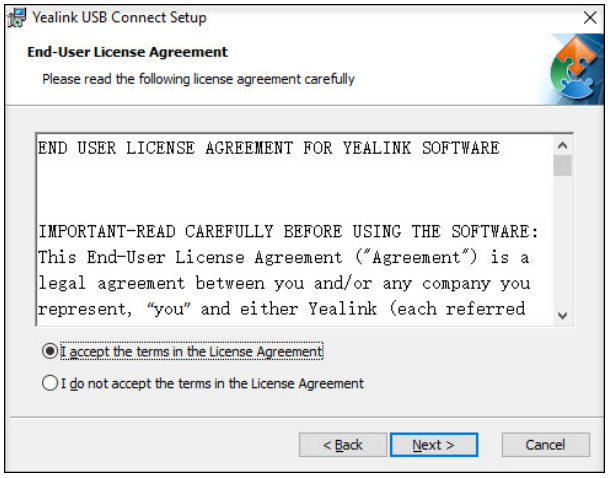
Note: This guide mainly takes CP700 as an example. Please note that the operation interface of different operating systems may be different. Yealink USB connect does not currently support running on a PC with the Apple M1 chip.

Installing the Yealink USB Connect

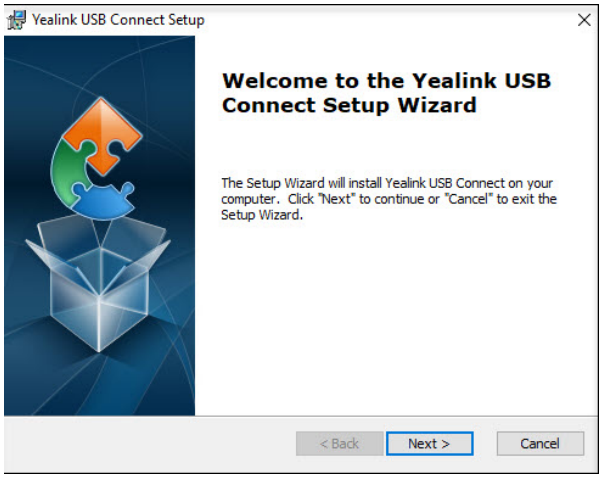
The USB device manager client installation package can be downloaded on the Yealink website https://www.yealink.com/product/yuc.

Procedure

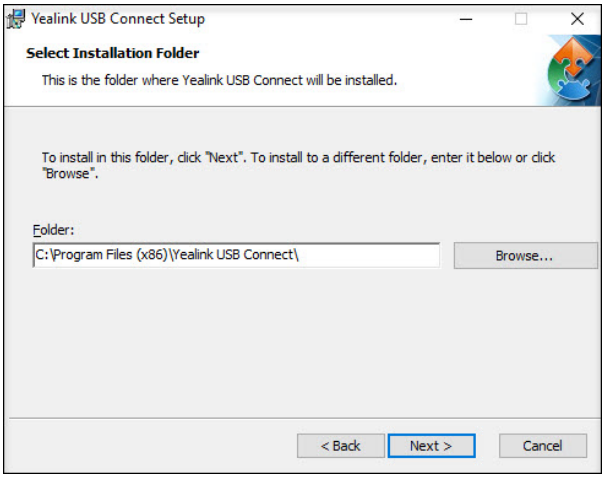
1. Double click the installation package **Yealink USB Connect**.



2. Click **I accept the terms in the License Agreement** and then click **Next** to continue.

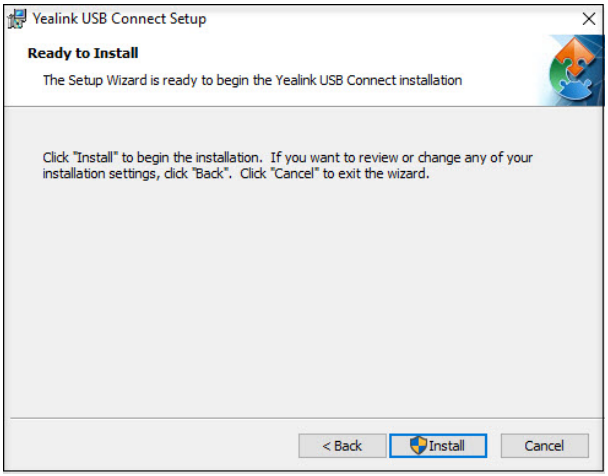


3. Click **Next** to continue.



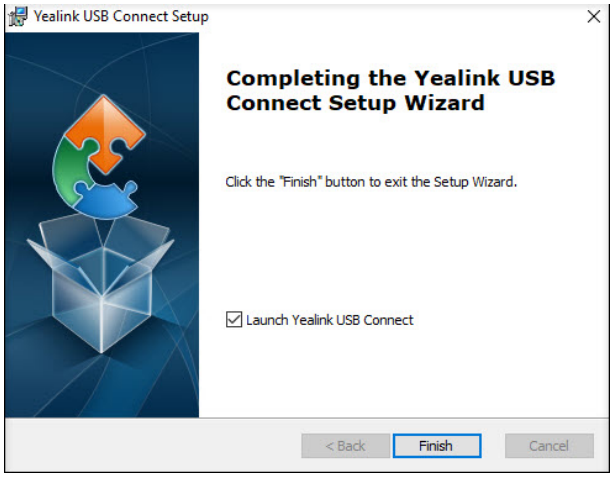
4. Click **Browse…** to select an installation folder and click **Next**.

   By default, the Yealink USB Connect application is installed in the directory C:\Program Files\Yealink USB Connect\.



5. Click **Install** to begin the installation.

   The installation may take several minutes. After the software has installed, a dialog is displayed as below:



   The checkbox of **Launch Yealink USB Connect** is checked by default, as shown above. If the checkbox of **Launch Yealink USB Connect** is not checked, you need to launch the Yealink USB Connect manually.

6. Click **Finish**.

Managing a Single USB Device

This chapter mainly describes how to manage a single device on the USB device manager client.

You can manage the following device configuration:

- Device Status
- Upgrade
- UVC20/UVC30 Presets
- UVC20/UVC30/UVC40 Advanced Settings
- CP900/CP700 Device Settings
- WH6X Device Settings
- Device Diagnostics
- Device Recovery
- BT50 Pair Management
- Device Feedback

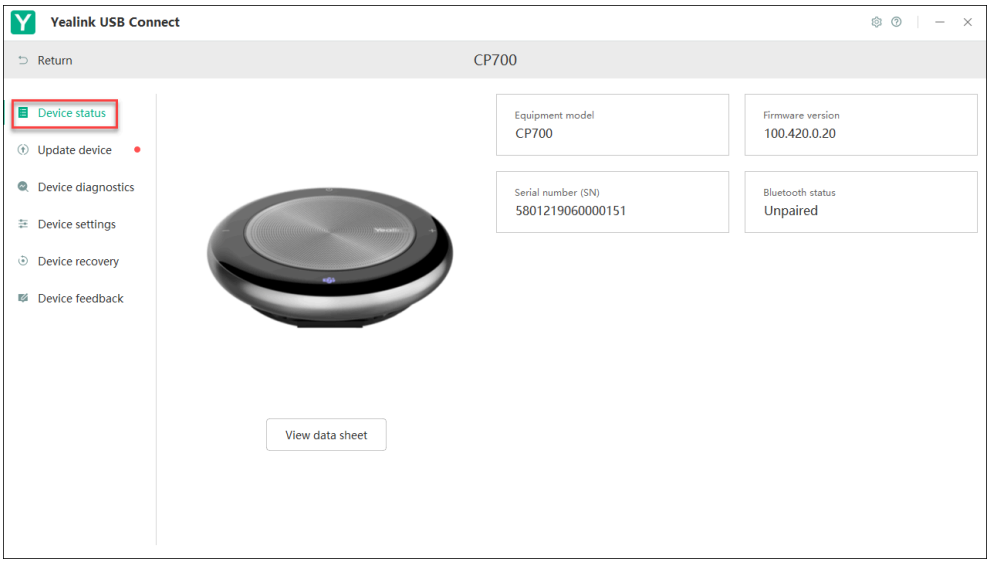
Device Status

- Viewing the Device Status

Viewing the Device Status

Procedure

Click **Device Status**.



The device status is displayed on the right page.

You can click **View data sheet** to view more information on the device via Yealink website.

Upgrade

Yealink may periodically check for the latest updates to keep your device running smoothly and securely. When there is a version update available, you can choose to check for updates for quick updates. You can also download the installation package and then update the firmware manually.

The latest installation package of the device can be downloaded on the Yealink website: http://support.yealink.com.

Note: After upgrading the BT50 in MAC operating system, you may need to re-plug BT50 to display the device information again. In order to ensure the safety and stability of your device, sometimes we will provide you with a version that must be upgraded. After YUC detects this version, the device will automatically upgrade to this version and give you the necessary prompts.

- Checking for Updates
- Updating Manually

Checking for Updates

Update now allows you to automatically update the device firmware without downloading the installation package.

Before you begin

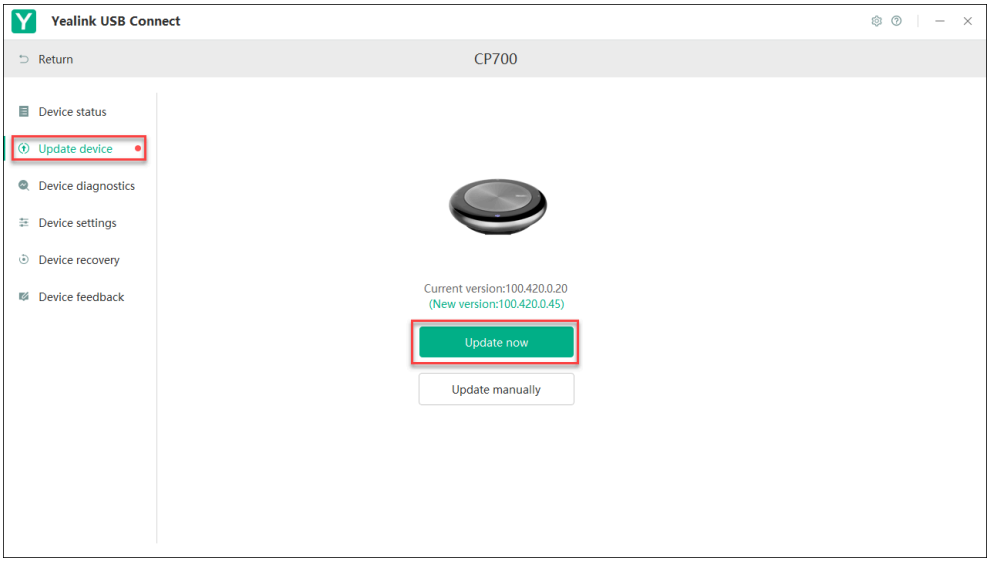
Make sure the device is connected to your computer.

Note: Do not unplug the device during firmware upgrade.

Procedure

Go to **Update device**.

- If a new version is automatically pushed by the server, you can click **Update now** to update the firmware.



- If a new version is not pushed by the server, you can click **Check for updates** to manually detect the new version.

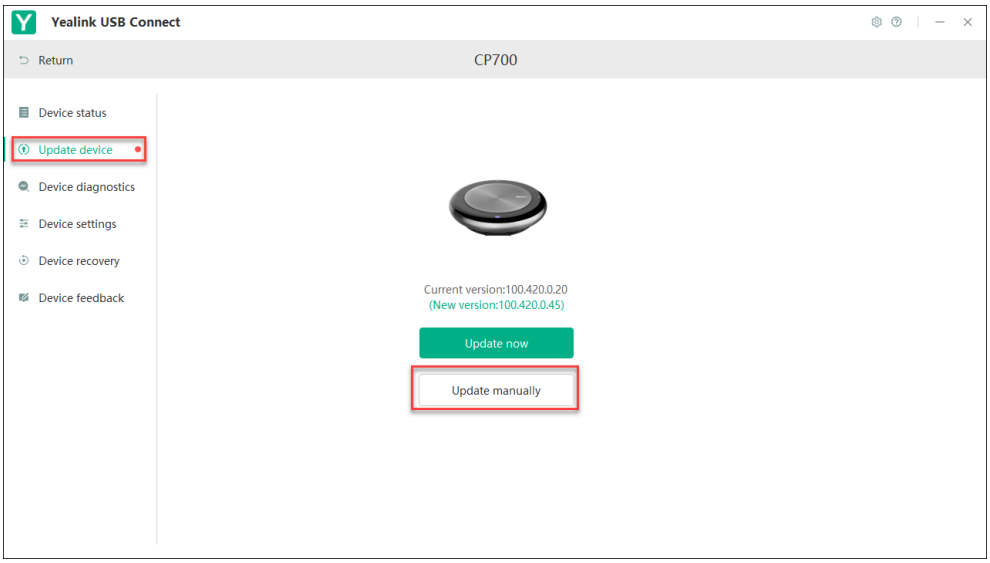
Updating Manually

Before you begin

Download the installation package from Yealink website http://support.yealink.com.

Procedure

1. Go to **Update device** > **Update manually**.



2. Drag the installation package to the specified location or select the installation package from your local system.
3. Click **Update now**.

   The installation may take several minutes.

UVC20/UVC30 Presets

Presets specify the settings of both the angle and the focal length for the UVC20/UVC30 camera that can be used to quickly point a camera at a pre-defined location. The camera presets can remain in effect until you change them.

Note: Make sure the auto framing feature is disabled.

- Creating the Camera Presets
- Updating Camera Presets
- Removing a Camera Preset
- Clearing All Camera Presets
- Restoring the Camera to Initial Position

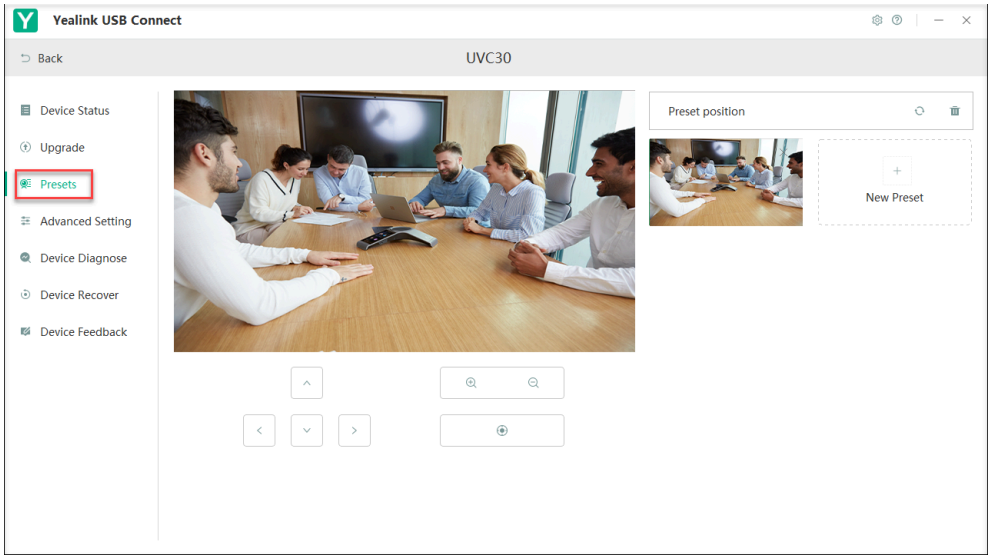
Related tasks

Changing Field of View for UVC30

Creating the Camera Presets

Procedure

1. Click **Presets**.



2. Click the navigation keys to adjust the camera angle.
3. Click or to adjust the focal length.
4. Click **New Preset** to create a new preset.

Updating Camera Presets

Once the camera is moved to a new location, which will cause the change of your created presets, you can update the presets to obtain a new image. All the presets are updated at one time.

Procedure

1. Click **Presets**.
2. Click above the preset list to update all presets.

Removing a Camera Preset

Procedure

1. Click **Presets**.
2. Click at the top-right of the desired preset.
   The screen prompts you whether to delete or not.
3. Click **OK**.

Clearing All Camera Presets

Procedure

1. Click **Presets**.
2. Click above the preset list.
   The screen prompts you whether to clear all presets or not.
3. Click **OK**.

Restoring the Camera to Initial Position

Procedure

1. Click **Presets**.
2. Click .

UVC20/UVC30/UVC40 Advanced Settings

You can adjust the camera parameter configuration, such as exposure, graphics, and so on.

- Changing Field of View for UVC30
- Enabling Tracking Mode for UVC40
- Configuring the Exposure
- Adjusting Image Settings
- Adjusting the White Balance Mode
- Configuring the UVC40 Inverted (upside-down) Mode
- Configuring the Camera Pan Direction
- Displaying the Number of Participants
- Resetting the UVC Camera

Changing Field of View for UVC30

The field of view feature makes the camera switch to use a wider or narrower lens to take in and show more or less of the drawing. Auto-framing is mainly based on face detection, which provides real-time detection and position tracking on all faces in the conference room. All participants in the output screen are covered and the camera can be automatically adjusted according to the number of participants and the position changes.

About this task

When the auto-framing feature is enabled, you cannot control the camera.

Procedure

1. Go to **Advanced settings** > **Field of View**.
2. Select the desired angle from the **Field of View** drop-down menu.
   - 120°
   - 90°
   - 70°
3. If you select **120°**, enable or disable the auto framing feature.
4. Save the change.

Enabling Tracking Mode for UVC40

The tracking mode feature contains the auto framing and the speaker tracking. With the real-time face detection, the auto framing feature can automatically adjust the camera according to the number and the position of the participants, covering every participant in the conference. Moreover, the speaker tracking feature, based on the auto framing feature, can automatically detect the speaking participant and zoom in his video image, providing an optimal closeup of the speaker.

About this task

When you enable the tracking mode feature, you cannot control the camera.

Procedure

1. Go to **Advanced settings** > **Tracking Mode**.
2. Select the desired value from the **Tracking Mode** drop-down menu.
   - Auto-framing
   - Speaker Tracking
   - Off
3. Save the change.

Configuring the Exposure

You can adjust the camera exposure mode.

About this task

The camera supports the following exposure modes:

- **Auto Exposure**: The goal of auto-exposure is to achieve desired brightness level, or so-called target brightness level in different lighting conditions and scenes, so that the videos or images captured are neither too dark nor too bright.
- **Manual Exposure**: Manual exposure mode allows you to achieve a combined exposure of the camera's aperture size and shutter speed.
- **Shutter Priority**: Shutter priority allows you to choose a specific shutter speed while the camera adjusts the aperture to ensure adequate exposure.
- **Brightness Priority**

Procedure

1. Go to **Advanced settings** > **Exposure**.

2. Select the desired value from the **Exposure mode** drop-down menu.
   - If you select **Auto-exposure**:

     Select the desired value from the **Exposure compensation**, **Flicker**, **Gain limit**, **Wide dynamic range**, **Metering** drop-down menu respectively.
   - If you select **Manual exposure**:

     Select the desired value from the **Shutter**, **Gain**, **Wide dynamic range** drop-down menu.
   - If you select **Shutter priority**:

     Select the desired value from **Shutter**, **Exposure compensation**, **Gain limit**, **Wide dynamic range**, **Metering** drop-down menu respectively.
   - If you select **Brightness priority**:

     Select the desired value from the **Brightness**, **Flicker**, **Wide dynamic range**, **Metering** drop-down menu respectively.
3. Save the change.

Adjusting Image Settings

To display the high quality video image, you can adjust the parameters of the camera graphics.

Procedure

1. Go to **Advanced settings** > **Image settings**.
2. Configure the **Display Mode**, **Saturation**, **Sharpness**, **Brightness**, **Contrast**, and **2D noise reduction level** mode.
3. Save the change.

Adjusting the White Balance Mode

To display high quality video image, you can adjust camera white balance.

Procedure

1. Go to **Advanced settings** > **White-balance**.
2. Select the desired value from the **White-balance mode** drop-down menu.
   - Auto
   - Indoor
   - Outdoor
   - One-click white balance
   - Automatic tracking
   - Manual
3. Save the change.

Configuring the UVC40 Inverted (upside-down) Mode

Hangup mode enables or disables the camera to flip the image view when camera is hung up side down position. If this mode is enabled, the picture took by the camera is upside down. This mode is applicable to install the camera on the meeting room ceiling.

Procedure

1. Go to **Advanced settings** > **Other settings**.
2. Select **On** from the **Inverted (upside-down) mode** drop-down menu.

3. Save the change.

Configuring the Camera Pan Direction

You can set the camera pan direction to be normal or reversed. The camera reversed mode means that the camera pan direction will be reversed.

Procedure

1. Go to **Advanced settings** > **Other settings**.
2. Select **Normal** or **Reversed** from the **Camera pan direction** drop-down menu.
3. Save the change.

Displaying the Number of Participants

The camera does not display the number of participants on the video screen by default. If the people counting feature is enabled, the number of participants can be displayed on the camera screen during the conference. So that you can check the number of participants in the conference room.

About this task

It is not applicable to UVC20.

Procedure

1. Go to **Advanced settings** > **Other settings**.
2. Select **Enabled** from the **Detect number of faces** drop-down menu.
3. Save the change.

Resetting the UVC Camera

Procedure

1. Go to **Advanced settings** > **Other settings**.
2. In the **Reset camera** field, click .
   The screen prompts you whether to reset the camera or not.
3. Click **OK**.

CP900/CP700 Device Settings

- Disabling the Bluetooth Switch
- Enabling Built-in Ringtone

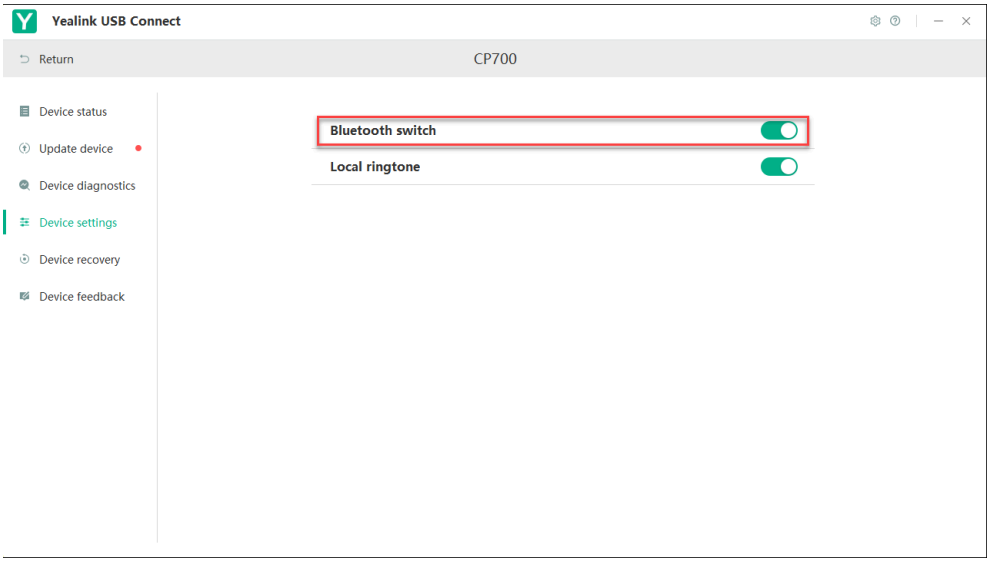
Disabling the Bluetooth Switch

You can disable the CP700/CP900/WH66/WH67 to pair with the BT50.

Procedure

1. Click **Device settings**.

2. Turn off **Bluetooth switch**.

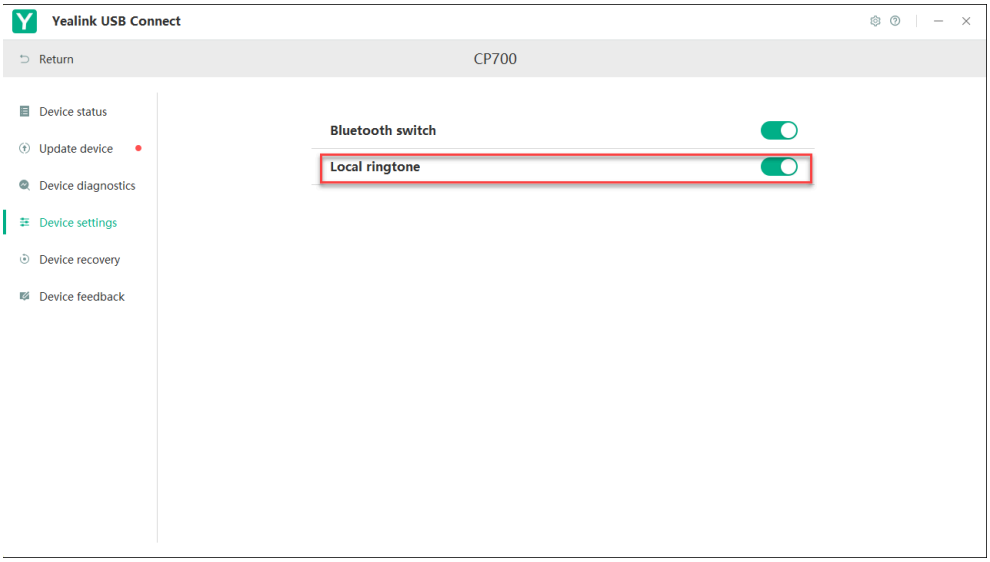


Enabling Built-in Ringtone

You can enable the CP700/CP900 to play the built-in ringtone when receiving an incoming call.

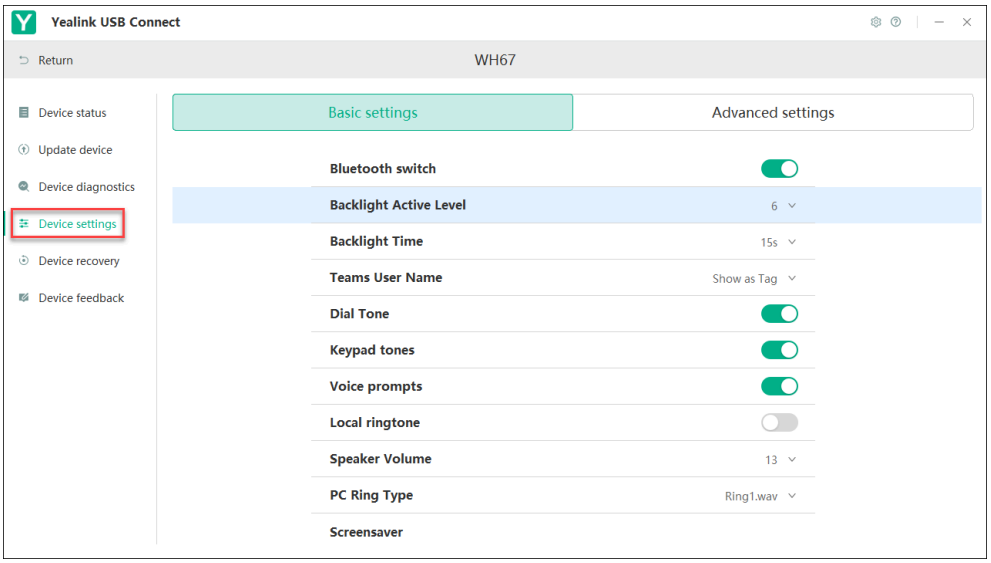
Procedure

1. Click **Device settings**.
2. Turn on **Local ringtone**.



WH6X Device Settings

For WH62/WH63, the settings can only be modified using Yealink USB Connect; for WH66/WH67, the settings can be modified on the base screen or using Yealink USB Connect.



- Basic Settings
- Advanced Settings

Basic Settings

Item	Description
WH62/WH63	
Keypad tones	Enable/disable the paired headset to produce a sound when pressing the keypad keys.
Local ringtone	Enable/disable the base to play a built-in tone while receiving an incoming call.
Speaker Volume	Adjust the playback volume.
WH66/WH67	
Bluetooth switch	Turn on/off Bluetooth.
Backlight Active Level	Set the backlight active level.
Backlight Time	Set the backlight time.
Teams User Name	Configure whether the Teams user name displays on the home screen when the device disconnects with PC. • Show as Tag (default): Display the Teams user name when the device disconnects with PC. • Hot Desking Mode: Do not display the Teams user name when the device disconnects with PC. **Note**: It is only available for Teams version.
Dial Tone	Enable/disable the paired headset to play a dial tone when entering the dialing screen.
Keypad tones	Enable/disable the paired headset to produce a sound when pressing the keypad keys.
Local ringtone	Enable/disable the base to play a built-in tone while receiving an incoming call.

Item	Description
Speaker Volume	Adjust the playback volume.
PC Ring Type	Change the ring tone for the connected USB device.
Screensaver	Change the waiting time and background for screen saver. • Wait Time • Background: if you select **Custom**, you can upload the custom pictures (up to 3) from your local system.

Advanced Settings

Item	Description
Mute reminder	Enable/disable the paired headset to play a periodic audio reminder when the microphone is muted.
Mute reminder Interval	Configure the interval time to play a periodic audio reminder when the microphone is muted.
Platform	Change the platform between UC and Teams. **Note**: It is only available for WH66/WH67.
Call priority	Select which call takes priority when a second call is accepted. • **New call**: The first call is placed on hold and the new call is active. • **Current call**: The first call is active and the new call is placed on hold.
Call Device	Select which device to use for outgoing call. **Note:** It is only available for WH66/WH67 UC version.
Auto Dial	Enable/disable the base to automatically dial the entered number within 5 seconds. **Note**: It is only available for WH66/WH67.
Auto-answer when undocked	Enable/disable incoming calls to be answered by undocking the headset.
Open line when undocked	Enable/disable to enter the dialing screen when undocking the headset.
Wireless range	Select the wireless range between the headset and base. When the headset exceeds the preset wireless range, it will prompt you out of range. • **Long**: the wireless range is 150m. • **Medium**: the wireless range is 30m. • **Short**: the wireless range is 10m.
Voice Announcements	Enable/disable the paired headset to play voice announcements.
Anti-Startle Protection	Configure which hearing protection technology to be used.
Daily Noise Exposure	Configure the daily noise exposure levels.

Device Diagnostics

Logs record events or errors may occur in your device. To help you learn more about what's happening within your device, Yealink USB Connect provides logging/audio collecting services that allow you to export log messages/audios to local system or server.

It is only applicable to CP700/CP900/UVC20/UVC30/UVC40/WH62/WH63/WH66/WH67/MP50 device.

- Setting the Log Level
- Exporting the Log to the Local System
- Uploading the Log to the DM Server
- Uploading the Log to the Global Cloud Server
- Collecting the Audio to the Local System

Setting the Log Level

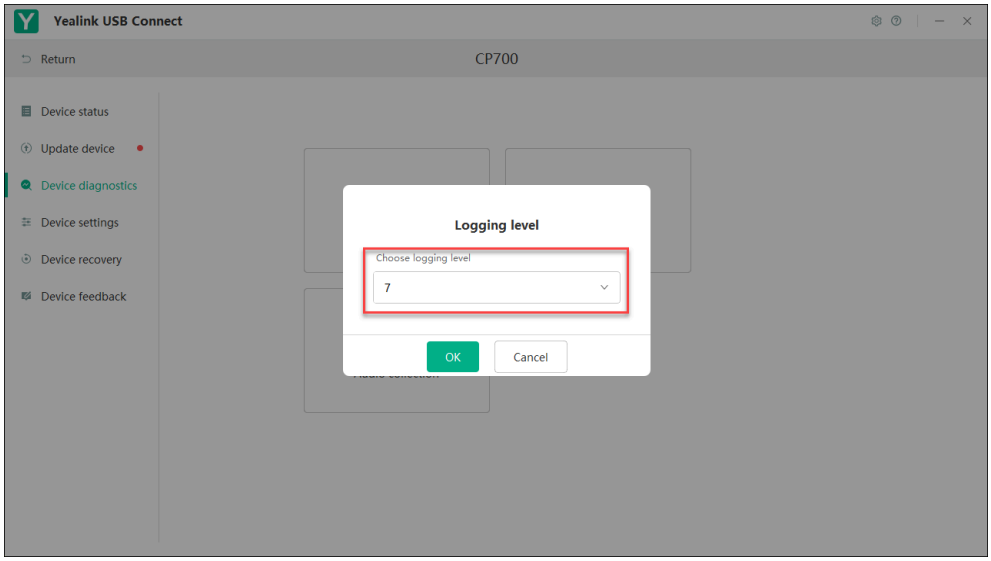
About this task

It is not applicable to UVC20/UVC30/UVC40.

Procedure

1. Go to **Device diagnostics** > **Logging level**.

2. Select the desired level from the **Choose logging level** drop-down menu.

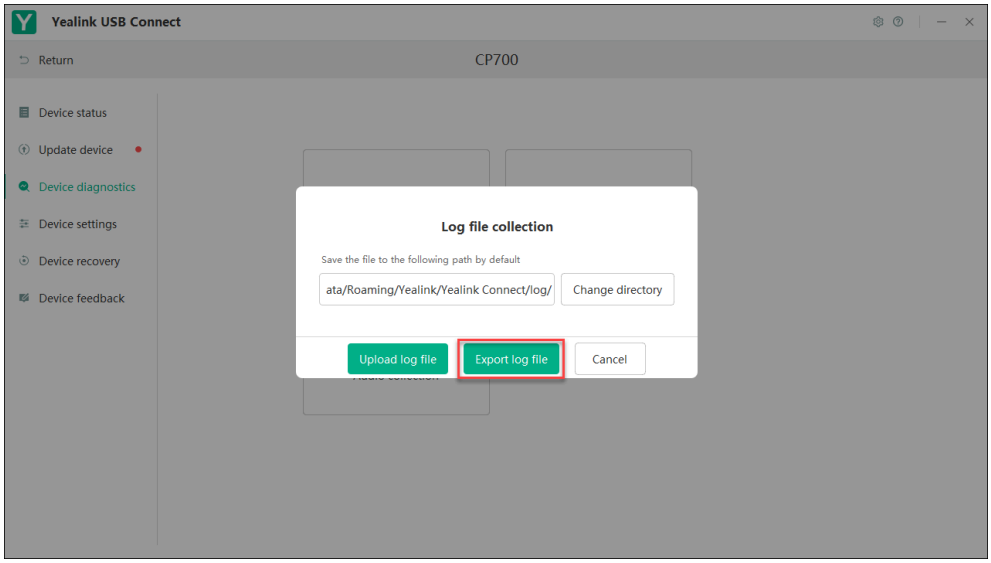


3. Click **OK**.

Exporting the Log to the Local System

Procedure

1. Go to **Device diagnostics** > **Log file collection**.
2. Select **Change directory** to select the desired directory from the local system.
3. Click **Export log file**.



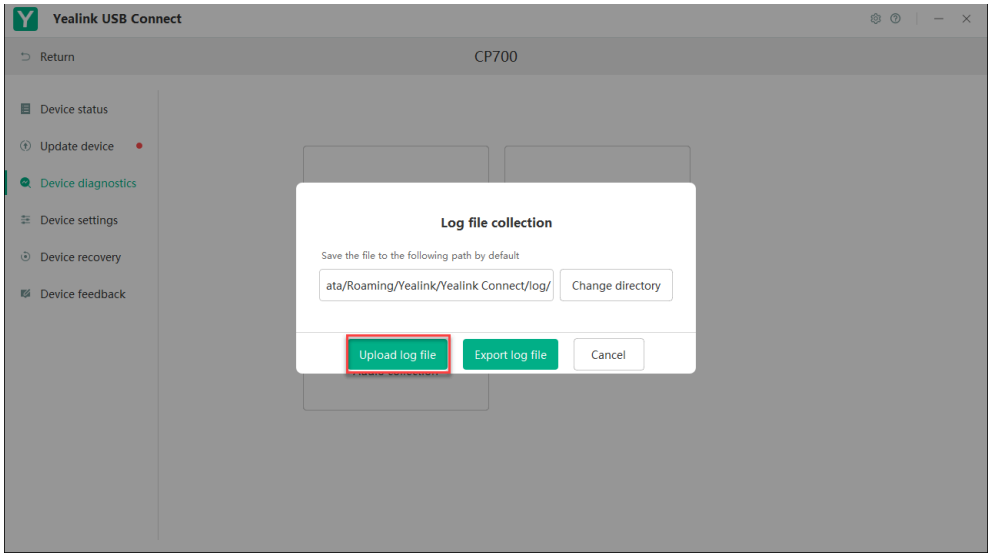
Uploading the Log to the DM Server

If you have configured the DM server, the log will be uploaded to the corresponding server.

Procedure

1. Go to **Device diagnostics** > **Log file collection**.

2. Click **Upload log file**.



Related tasks

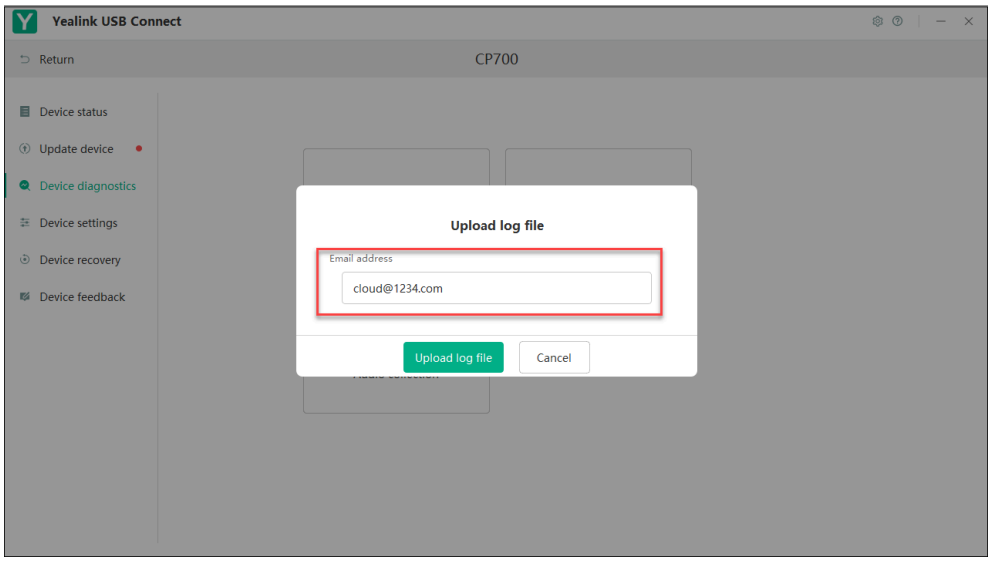
Configuring DM Server

Uploading the Log to the Global Cloud Server

If you do not configure a DM server, the log will be uploaded to the Yealink global cloud server.

Procedure

1. Go to **Device diagnostics** > **Log file collection**.
2. Click **Upload log file**.
3. Enter your email.



4. Click **Upload log file**.

Collecting the Audio to the Local System

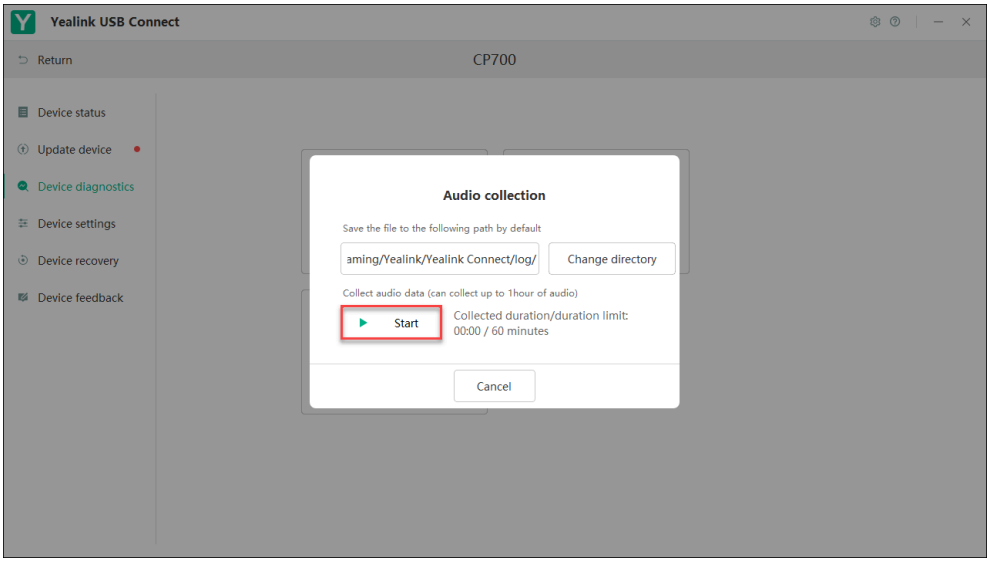
You can collect audio and save the audio file to a local designated folder.

About this task

It is not applicable to UVC20/UVC30/UVC40.

Procedure

1. Go to **Device diagnostics** > **Audio Collection**.
2. Select **Change directory** to select the desired directory from the local system.
3. Click **Start**.



4. Try to reproduce the problem.
5. Click **Stop**.

Device Recovery

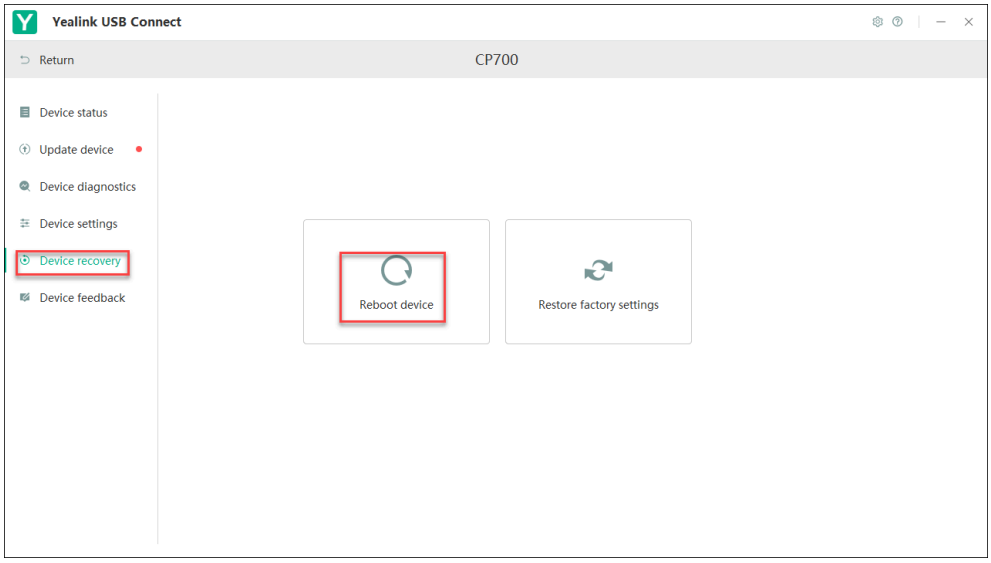
- Rebooting the Device
- Resetting to Factory Settings

Rebooting the Device

Reboot device is not applicable to BT50 device.

Procedure

1. Go to **Device recovery** > **Reboot device**.



The screen prompts you whether to reboot the current device.

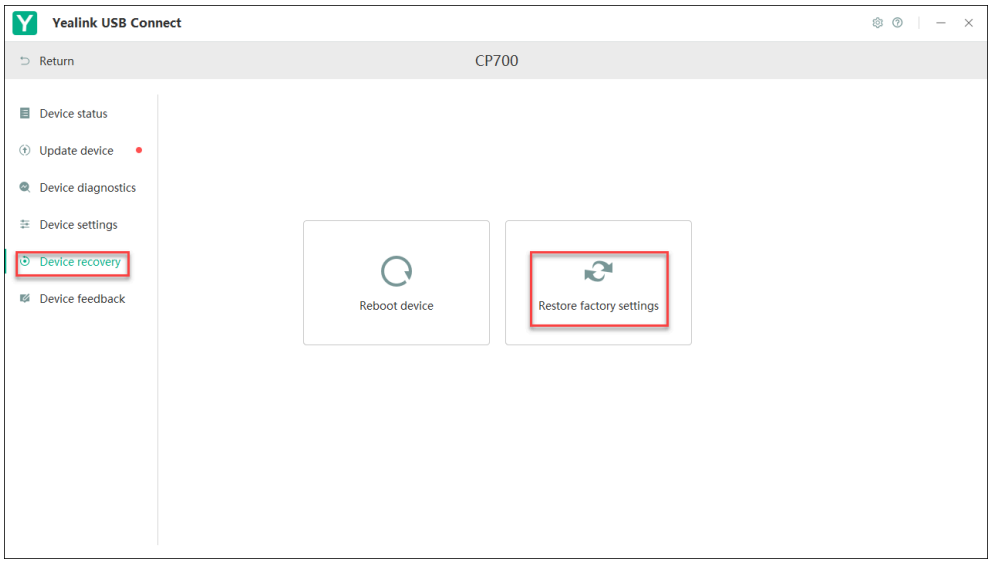
2. Click **OK** to reboot the device.

Resetting to Factory Settings

Restore factory settings is not applicable to BT50/UH36/UH33 E2/UH34 device.

Procedure

1. Go to **Device recovery** > **Restore factory settings**.



The screen prompts you whether to restore the current device to factory settings.

2. Click **OK** to reset.

BT50 Pair Management

You can pair the CP900/CP700/WH66/WH67/MP50 device with your BT50 on Yealink USB Connect.

To use the pair management feature, you should upgrade the following Yealink devices to the specific firmware:

Device	Firmware Version
CP900/CP700+BT50	CP900/CP700: 100.420.0.15 or later BT50: 1.420.0.15 or later
WH66/WH67+BT50	WH66/WH67: 125.420.0.15 or later BT50: 1.420.0.30 or later
MP50+BT50	MP50: 131.410.0.12 or later BT50: 1.420.0.30 or later

- BT50 LED Indicator
- Pairing and Connecting the Device
- Connecting to a Paired Device
- Deleting the Paired Device
- Disconnecting the Bluetooth Device
- Viewing the Paired Status

Related information
Upgrade

BT50 LED Indicator

BT50 LED Indicator

LED Indicator	Description
Flashing blue	Bluetooth connecting
Solid blue	Bluetooth connected
Off	Bluetooth disconnected

Pairing and Connecting the Device

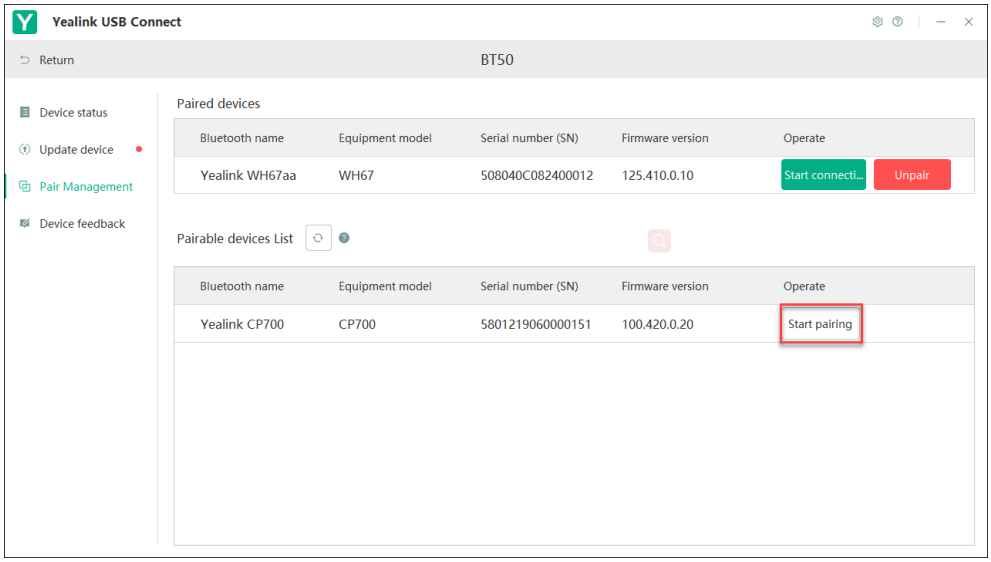
Before you begin
Make sure that the CP900/CP700/WH66/WH67/MP50 is in the Bluetooth pairing mode.

About this task
It is only applicable to CP900/CP700/WH66/WH67/MP50.

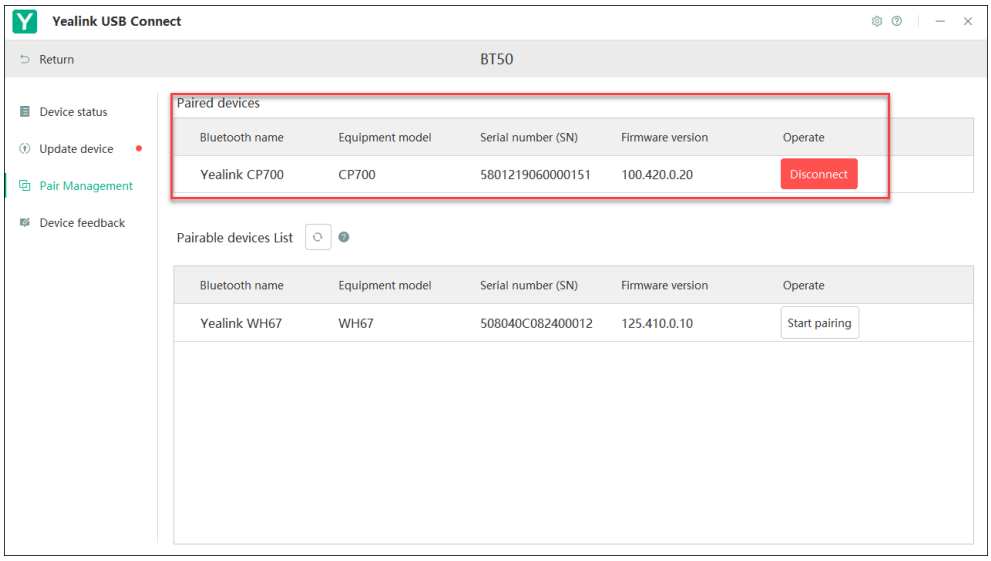
Procedure

1. Click **Pair Management**.
2. Optional: In the **Pairable devices List** field, click to search the pairable device.

3. Find the desired device and click **Start pairing**.



The device is paired and connected successfully and appears in the **Paired devices** list.



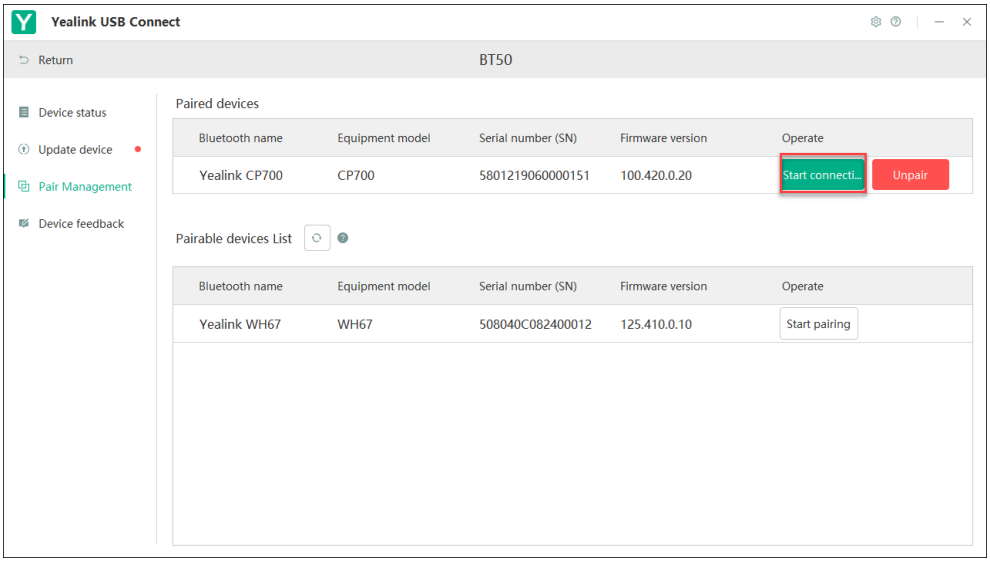
Note: When multiple USB devices (the pairing information is empty) are connected, the unpaired BT50 is automatically paired with the device at the top of the **Pairable devices List**.

Connecting to a Paired Device

Procedure

1. Click **Pair Management**.

2. In the **Paired devices** field, click **Start connecting**.

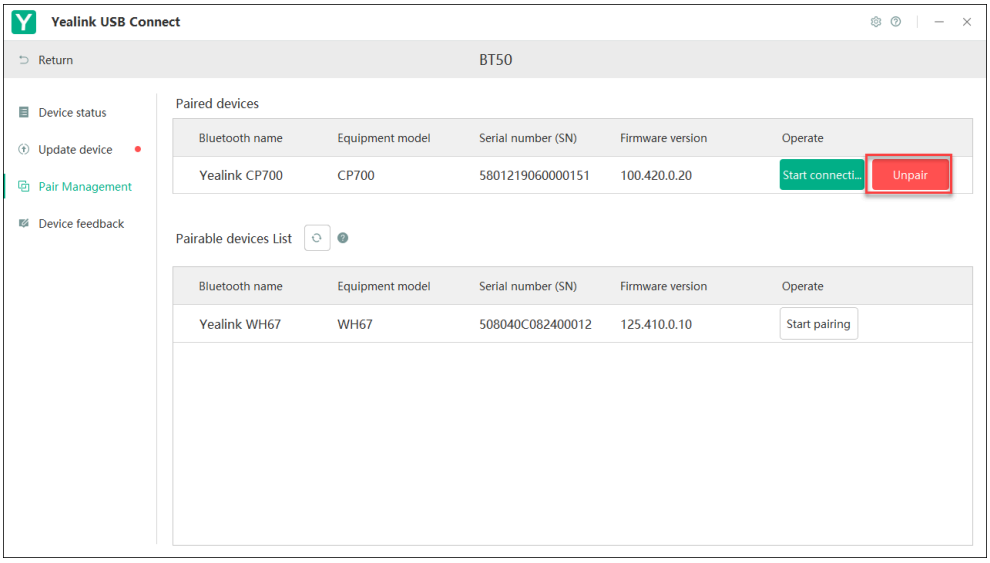


Deleting the Paired Device

You can delete the CP900/CP700 device paired from your BT50, the next time you want to connect to this device, you should pair it first.

Procedure

1. Click **Pair Management**.
2. In the **Paired devices** field, click **Unpair**.



The screen prompts you whether to unpair the device.

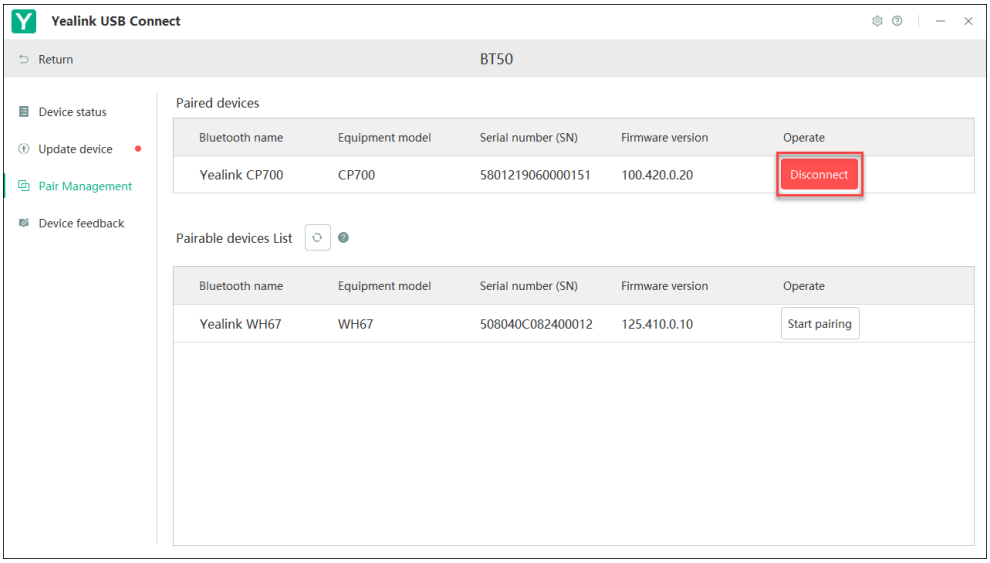
3. Click **OK**.
   The device disappears from the **Paired devices** list.

Disconnecting the Bluetooth Device

You can disconnect your CP900/CP700 device from your BT50. When you disconnect the device, it remains paired and you can reconnect it to your BT50.

Procedure

1. Click **Pair Management**.
2. In the **Paired devices** field, click **Disconnect**.



Related tasks

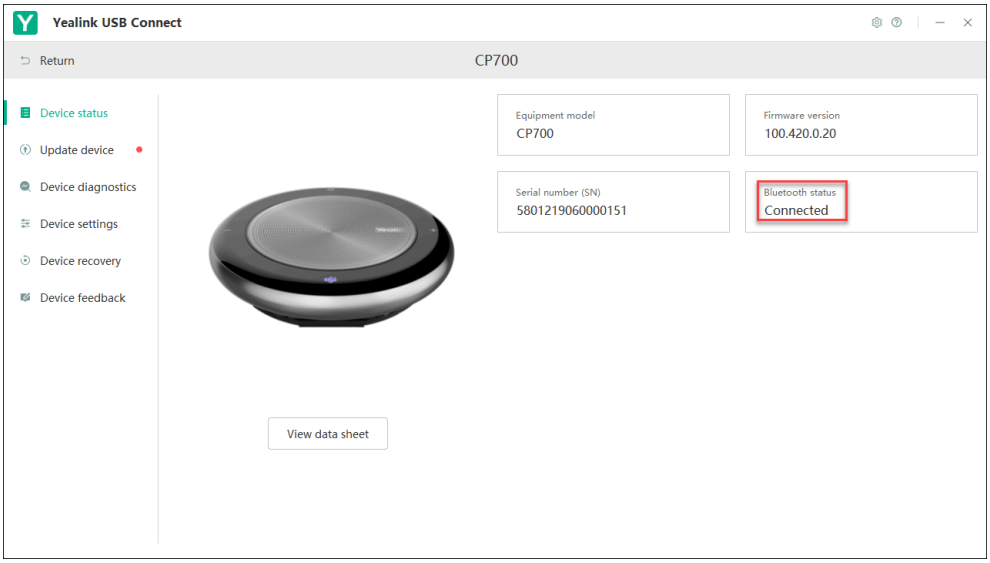
Connecting to a Paired Device

Viewing the Paired Status

You can view the current paired status of the device.

Procedure

On the device management page, click **Device status**.



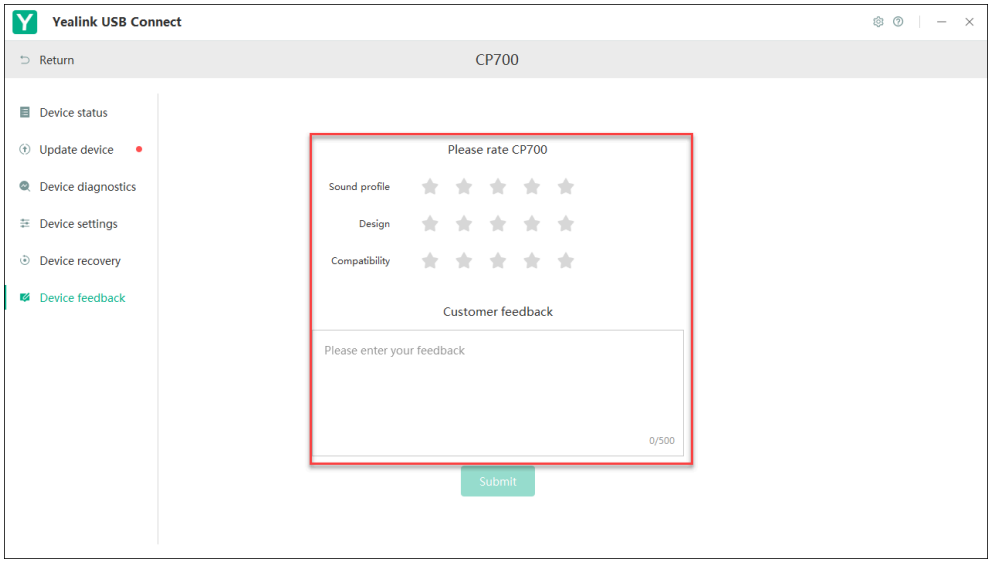
The current paired status is displayed on the right page.

Device Feedback

We are striving to improve our device quality and we appreciate your feedback.

Procedure

1. Click **Device feedback**.
2. Rate the current device.
3. Enter your opinions and comments in the **Customer feedback** field.



4. Click **Submit**.

Managing Multiple USB Devices

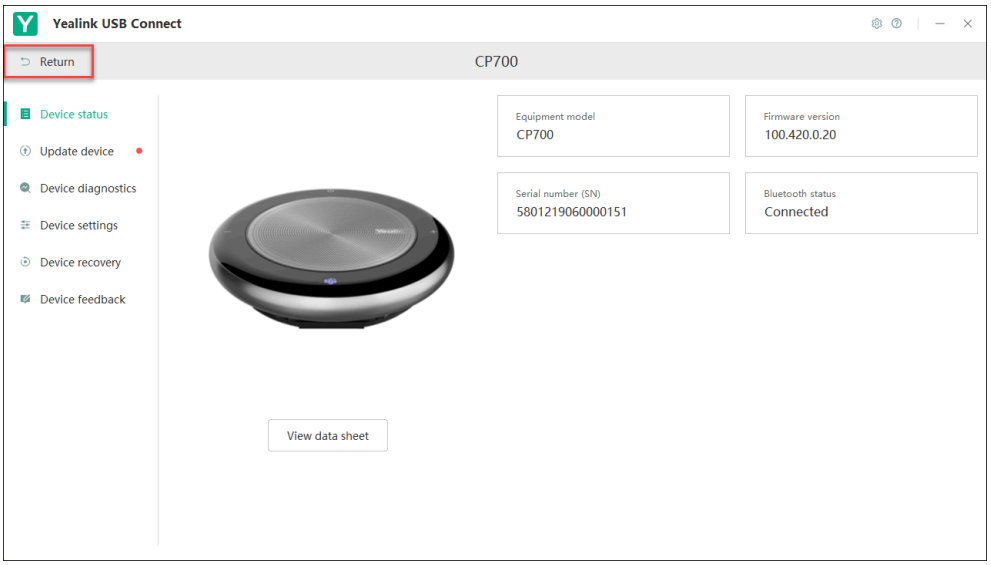
If multiple USB devices are connected to your computer, you can select one of them to manage.

- Management Page of a Single Device
- Multi-Device Management Page

Management Page of a Single Device

When you connect one USB device to your computer and then another, you are currently in the management page of a single device.

As shown below:



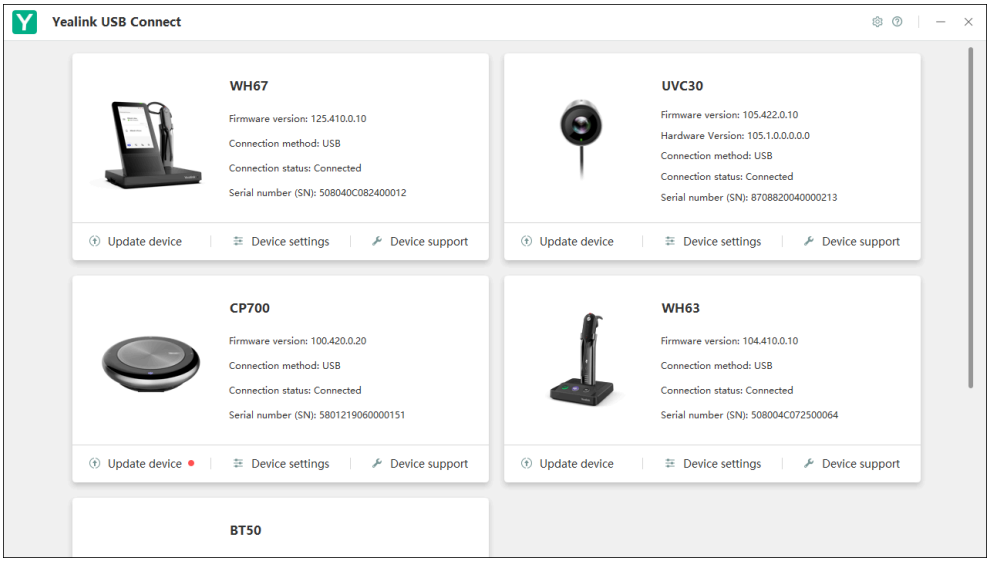
On the management page of a single device, you can do the following:

- Click **Return** to go to the Multi-Device Management Page .
- Manage the current device.

  For more information on how to manage a single USB device, refer to Managing a Single USB Device .

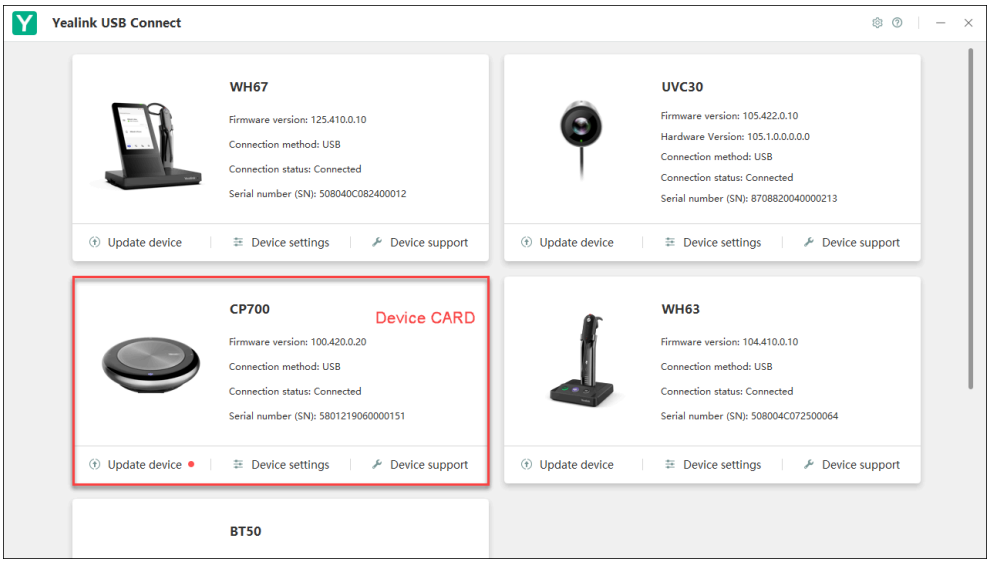
Multi-Device Management Page

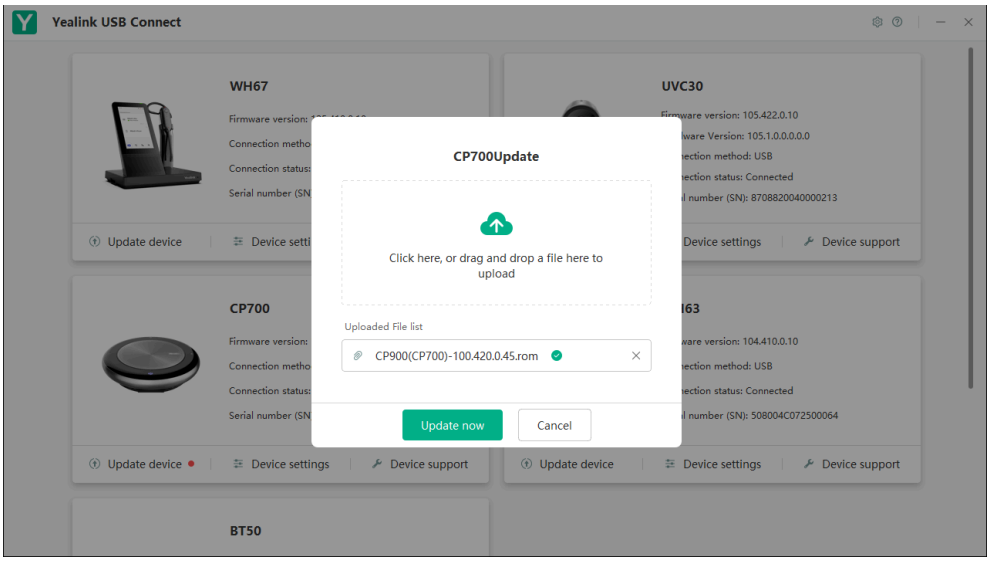
The following shows that multiple devices are connected to your computer:



On the above multi-device management page, you can do the following:

- Click **Update device** to upgrade the desired device.
- Click **Device settings** to check the device status.
- Click **Device support** to go to the Yealink website.
- Drag and drop firmware to the device CARD and go into the upgrade prompt box.





Managing the Yealink USB Connect

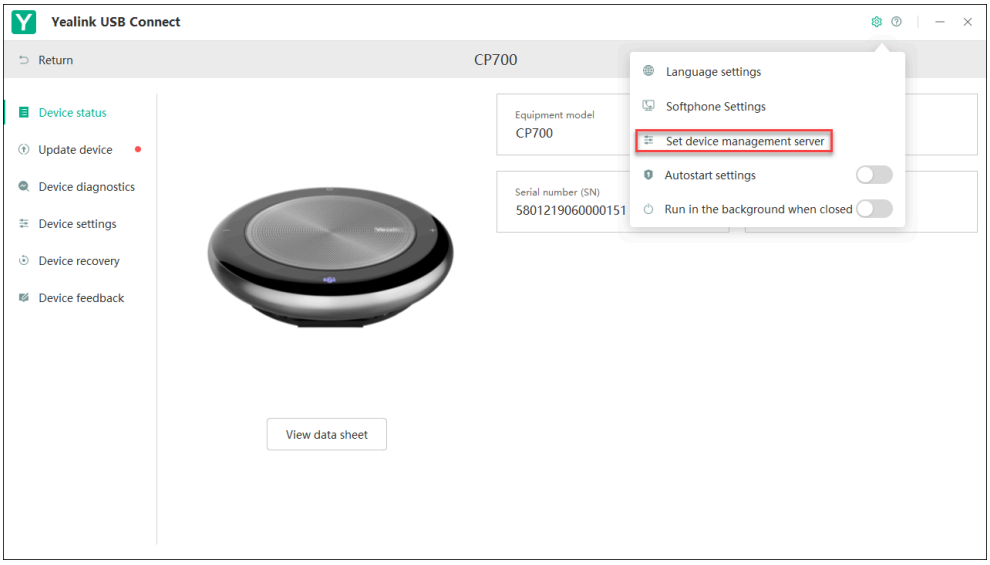
- Configuring DM Server
- Switching Platform
- Checking for Updates
- Giving a Feedback
- Setting Language
- Setting Softphone
- Disabling the Autostart
- Enabling the Run in the Background when Closed

Configuring DM Server

If you want to use the Yealink device management platform (YDMP/YMCS) to manage the Yealink USB device, you need to configure the DM server.

Procedure

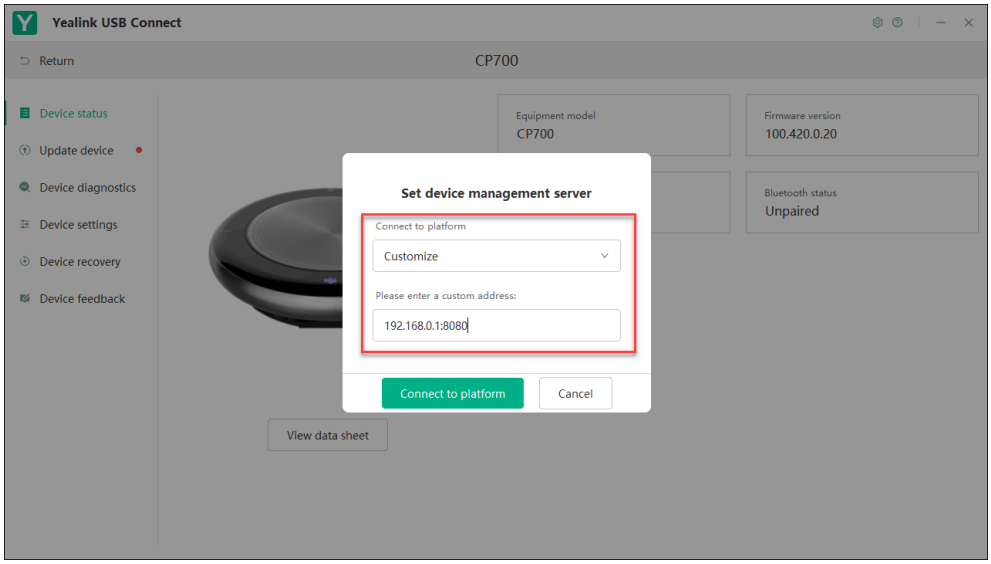
1. Click > **Set device management server**.



2. Select the desired platform from the **Connect to platform** drop-down menu.
   - If you select **Yealink Management Cloud Server**, enter the desired enterprise ID in the **Enterprise ID** field.

     The enterprise ID can be obtained from the **Account Settings** on your Yealink Management Cloud Service.
   - If you select **Customize**, enter the server URL in the **Please enter a custom address** field.

     The length of the server URL should be within 128 characters. The format is *domain name/ IP address: port number*. For example, 192.168.0.1:8080 or http://support.com:8080.



3. Click **Connect to platform**.

   The software will connect to the Yealink Management Cloud Service/Yealink Device Management Platform.

Switching Platform

You can switch between Yealink Management Cloud Service and Yealink Device Management Platform.

Procedure

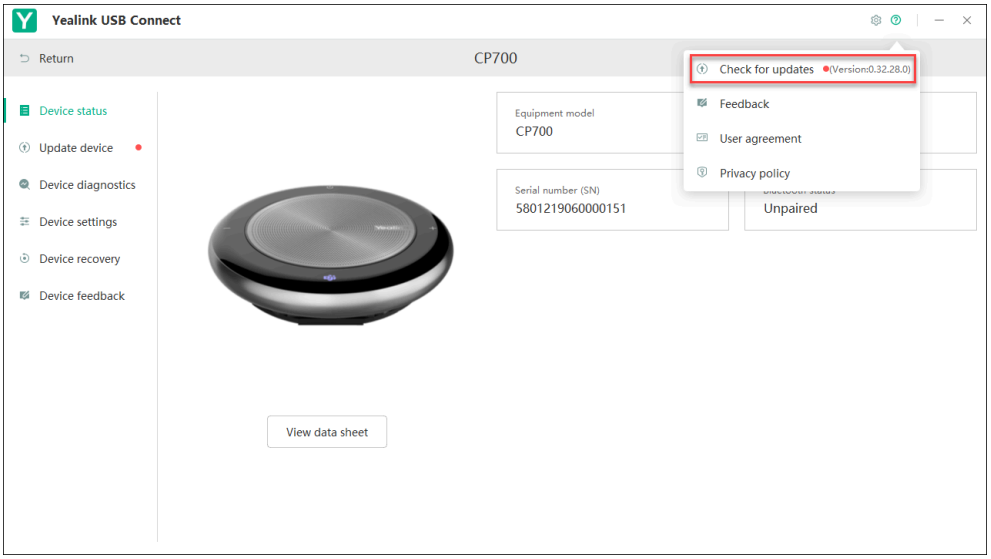
1. Click > **Set device management server**.
2. Click **Switch platform**.

   The screen prompts you whether to exit the current platform.
3. Click **OK**.
4. Select the desired platform and enter the corresponding information.
5. Click **Connect to platform**.

Checking for Updates

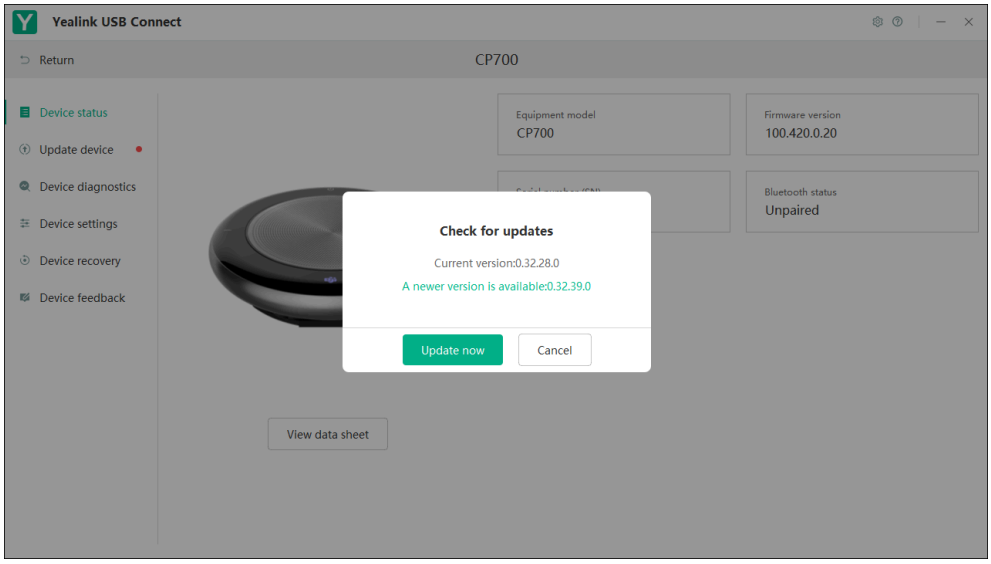
Procedure

Click > **Check for updates**.



- If no new version is detected, the page displays that the current version is the latest.

- If a new version is detected, the page displays the available version and the current version, you can click **Update now** to update the software.



Note: In order to ensure the safety and stability of the software, sometimes we will provide you with a version that must be upgraded. After YUC detects this version, it will automatically upgrade to this version and give you the necessary prompts.

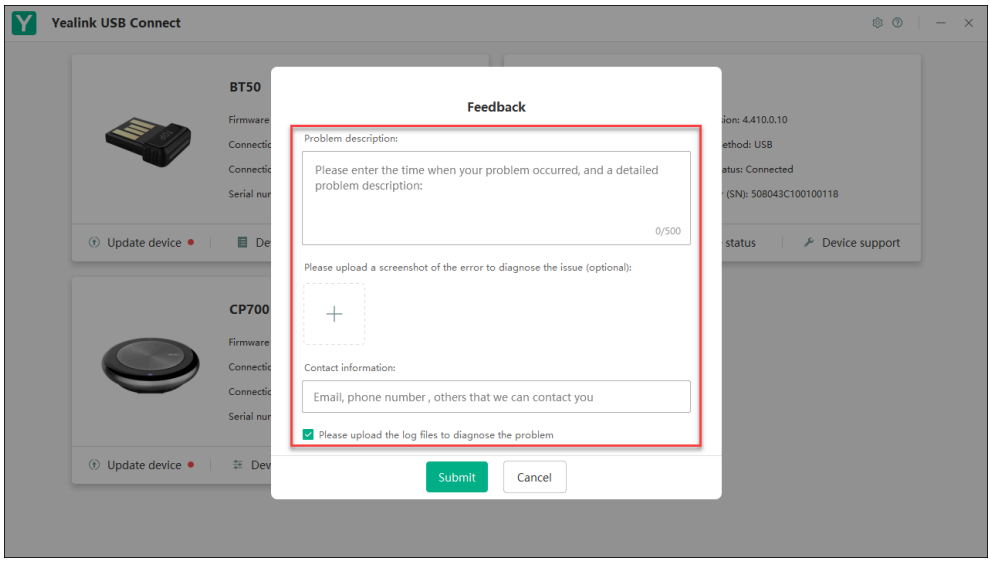
Giving a Feedback

We are striving to improve our software quality and we appreciate your feedback.

Procedure

1. Click > **Feedback**.
2. Enter your problem, attach the desired picture, and leave your contact information.

   You can upload up to five pictures, and a single picture is less than 20M. The format of the picture must be *.png, *.jpg, *.bmp, *.jpeg, *.jpe.



3. Click **Submit**.

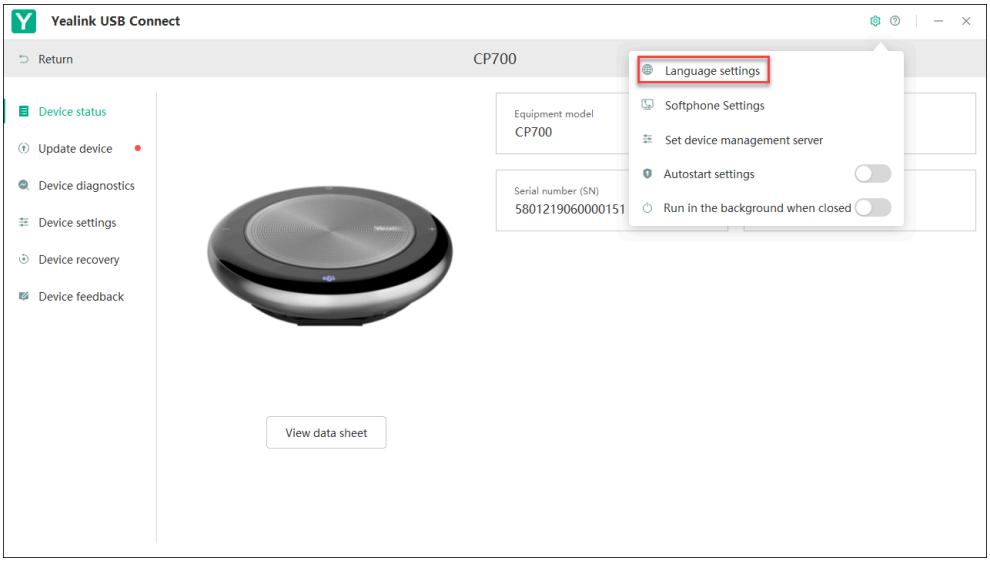
   By default, system logs will also be uploaded. If you do not want to upload the system logs, clear the **Upload the log to help us solve the problem faster** check box.

Setting Language

The software supports the following five languages: Chinese, English, German, French, and Japanese, you can switch the interface language display you want.

Procedure

1. Click > **Language settings**.



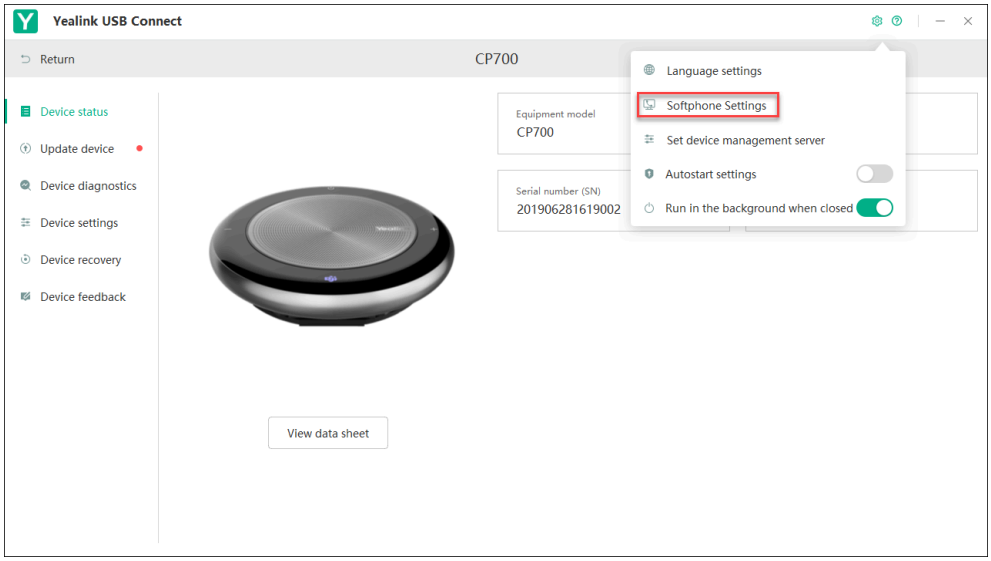
2. Select the desired language from the drop-down menu.
3. Click **OK**.

Setting Softphone

When there are multiple softphones on PC, you can set the softphone to be woken up by the headset first.

Procedure

1. Click > **Softphone Settings**.



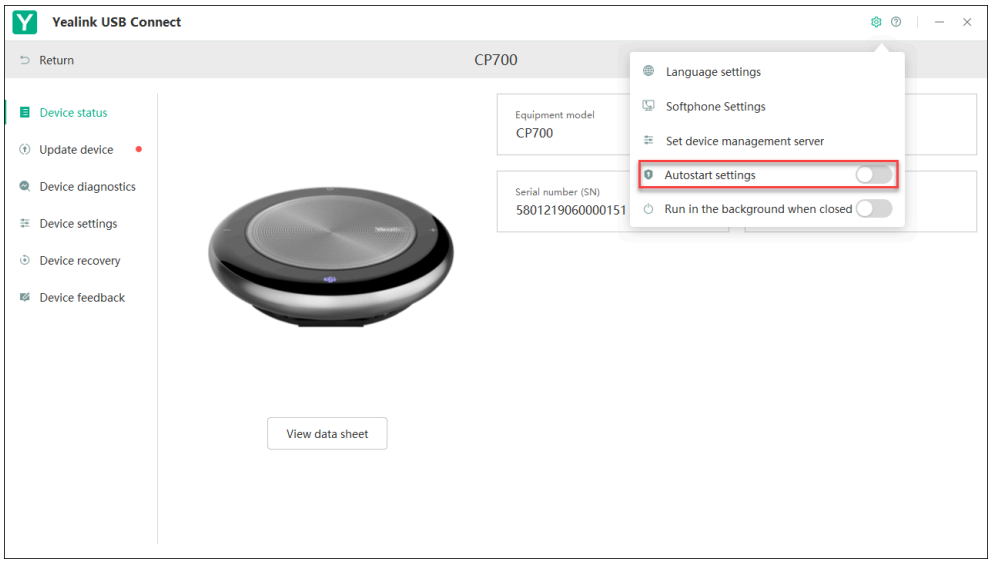
2. Select the desired softphone from the drop-down menu.
3. Click **OK**.

Disabling the Autostart

By default, the autostart settings is enabled. If it is disabled, the software will not start automatically after the computer starts.

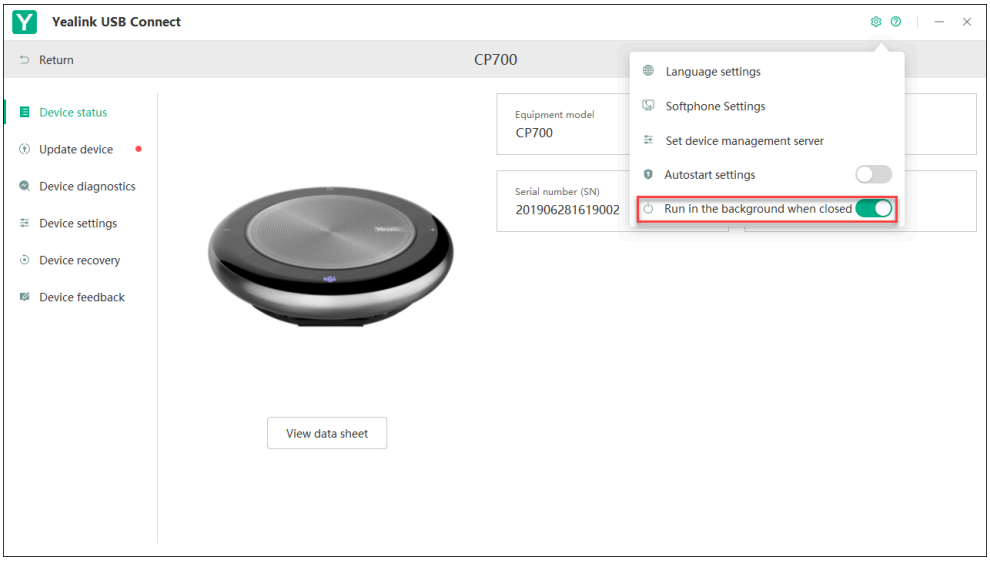
Procedure

1. Click .
2. Turn off **Autostart settings**.



Enabling the Run in the Background when Closed

By default, when you close the software, it will exit completely. You can turn on running application in the background, as long as you close the software, it will run in the background.

Procedure

1. Click .
2. Turn off **Run in the background when closed**.